

AMENDMENTS TO THE SPECIFICATION

Please replace the Title of the Invention with the following amended title:

~~A METHOD AND APPARATUS FOR~~ DYNAMICALLY DRILLING-DOWN THROUGH
A HEALTH MONITORING MAP TO DETERMINE THE HEALTH STATUS AND
CAUSE OF HEALTH PROBLEMS ASSOCIATED WITH NETWORK OBJECTS OF A
MANAGED NETWORK ENVIRONMENT

Please replace paragraph [0004] with the following amended paragraph:

Accordingly, there exists a need in the art for a proactive diagnosis of network management problems in a timely manner. There is further a need for a complete, global view of the network environment, including a view of all critical components. There exists a need to quickly display to the administrator of a network health problems associated with devices and services on the network and provide the ~~capability of the administrator~~ with the capability to quickly respond to and correct pending network problems before end users of the network are impacted.

Please replace paragraph [0013] with the following amended paragraph:

Novell's NetWare Management Agent (NMA) Management Information Base (MIBs) and trap definitions are integrated into NNM. NNM may be configured to integrate the NMA traps with associated Novel "NetExpert" help text. When an SNMP alarm is sent to an INNM console, the alarm can be reviewed for more detailed help text describing the problem. The alarm, however, is not directly correlated to the red icon indicating that a particular network device is having a problem. This means that the process of reviewing the alarm sent to the NNM console is separate from the process of viewing a red icon on the NNM console and that these processes are not correlated. The user can also ~~followed~~ follow detailed instructions that guide the user through a series of steps to resolve the problem discovered by the NMA agent.

Please replace paragraph [0045] with the following amended paragraph:

Referring now to Figure 7, the general methodology 130 of a preferred embodiment of the present invention for proactively determining health status of network objects and user-configurable group views of a windows-based managed network environment is shown. It is noted at the outset of the description of Figure 7, that not all steps shown therein are necessarily performed in order to determine the root cause of concern; the amount of drill-down that is required is a function of where in the hierarchy of maps and sub-maps the administrator is located when initially alerted to the presence of a network object in poor health. Similarly, additional steps ~~that~~ than those detailed in Figure 7 may be required if the hierarchy of maps and sub-maps of the managed network so dictates; this is accomplished without departing from the spirit and scope of the invention. At Block 140, one or more health characteristics are defined for each network object of interest in the managed network environment.

Please replace paragraph [0046] with the following amended paragraph:

As previously stated, network objects of the managed network environment may include network devices such as personal computers, workstations, servers, routers, printers, bridges, etc. and network services such as the Internet and electronic mail. Health characteristics, referred to as "Health Indicators" in the figures, provide information about the health of a particular network object and can include CPU utilization, memory utilization, network utilization, and disk utilization. For instance, if the network object is a network server, for instance, health characteristics may include disk utilization, memory utilization, network utilization, and processor utilization. The health status of each health characteristic of the network object of interest must be determined at Block 150. Each health characteristic has a health status that is reflected in a health status indicator; the health status of each health characteristic of a network object is used to determine the health status of the network object, and the health status of each network object of a grouped view (sub-map) is in turn used to determine the overall health status of that ~~group-view~~ view.

Please replace paragraph [0056] with the following amended paragraph:

It is noted that the administrator of the managed network is provided an initial ~~initial~~ indication of a network problem via the health status indicators of either the group view containers, the network objects within the group view containers, or the health characteristics of the network objects. If the administrator is away from the NNM console, however, the occurrence of the performance data of a health characteristic of a network object violating a preset threshold value may operate to cause the administrator to be alerted at a remote location, such as by paging the administrator upon the occurrence of the critical event. This allows the critical event to be addressed as soon as possible in order to minimize negative impact on the end users of the network.